



Shower Doors of Houston Limited Lifetime Warranty

Terms and Conditions:

Shower Doors of Houston (SDH) warrants solely to the **original consumer purchaser**. This warranty is NON-TRANSFERABLE. All frameless enclosures carry a lifetime warranty, while all other enclosures, including framed and semi-frameless designs, carry a one-year warranty. Enclosures that were purchased through a builder, contractor, designer, etc. (not through the homeowner themselves) come with a ONE YEAR warranty.

Shower Doors of Houston agrees to repair or replace any material that may prove defective except for any glass faults, including scratches, chips, breakage and hard water stains. Wear and tear items, such as vinyl, can be obtained at no charge by visiting our office. Unless otherwise noted, this warranty extends to parts and materials only, not labor. All materials covered by this warranty, can be picked up by the purchaser at our office located at 5530 W Sam Houston Pkwy N, Houston, TX 77041.

Shower Doors of Houston is not liable for conditions caused by misuse or abuse, failure to clean or maintain glass or any structural changes to surrounding installed area that might cause damage, including any acts of God. In addition, Shower Doors of Houston will assume no liability for issues that arise due to items inside the walls. This includes, but is not limited to, water pipes, electrical wiring and insufficient mounting support. It is the original purchaser's responsibility to ensure there is sufficient backing and support within the wall to sustain the weight of the glass enclosure. Shower Doors of Houston will assume no liability for cracked surface material at time of the new installation or removal of existing enclosures. Said surface material includes, but is not limited to, tile (i.e. glass tile, porcelain tile, ceramic tile, decorative tile), cultured marble, granite, acrylic/fiberglass shower pan. SDH will not be held responsible to repair or replace any of the said surface materials that break due to normal drilling. This is to be corrected by the purchaser at his/her expense in order to complete the installation of the shower glass enclosure. After removing existing framed enclosures, you may see discoloration or stains on tile, cultured marble, marble, granite, etc., which are common. SDH will not be responsible to remove any such stains after removal.

All defects in the glass and hardware, such as scratches, chips, etc., must be acknowledged within 24 hours of completed installation. Replacement hardware (clamps, hinges, handles, etc.) is not included. Due to the inherent nature of brass, SDH does not warranty any polished brass finishes.

Any water leakage concerns, occurring after installation, will be addressed to the best of our ability and to which is under our control. Any unreasonable use, such as leakage resulting from spraying shower wands directly at door gaps, is not viewed as a warrantable concern. Other non-warranty concerns include shower curbs/lips which are not sloped properly to the interior, resulting in leakage outside the shower area or similar workmanship defects resulting in water loss. The purchaser is to take into consideration the positioning and aim of the showerhead(s) and any detachable shower sprayers to avoid water leakage. Notching of decorative or protruding tiles or other structures will be done by our installers. SDH will not be held responsible for any leakage, damage, breakage or flaws due to this process.

Installation Details:

All shower enclosures are installed after taking field measurements performed by a Shower Doors of Houston representative. Measurements taken include centerline glass placement with customary gaps, including 3/16" around all glass/tile edges and 1/8" on glass/glass edges except for the door area. Door gaps are as follows: 1/4" at handle side, 1/4" at hinge side and 7/16" at bottom. Any out-of-square measurements taken are applied to the fabrication of glass, in order to maintain a consistent and level placement with no significant deviations in the above-mentioned installation gaps. Gap measurements may not be exact at installation as to those taken at time of pre-installation. All attempts are made to maintain pre-installation gaps, to provide a consistent gap throughout all edges.

By providing a deposit, you have agreed to the order, the terms of the warranty and to pay in full at the time of installation. Orders may not be canceled once placed and are subject to additional charges, if changes are made.